

CalPERS. When You Need Us.



ONLINE



ON THE PHONE



It's easy to get the assistance you need —
when you need it. Your time is valuable,
so we want to make your connection to
CalPERS quick and easy.

ONLINE





ONLINE

CalPERS is available to you **whenever** you want and **wherever** you are, by simply going online – **CalPERS On-Line!** Your first stop when you need information on a CalPERS program or service should be our Web site. You may find everything you need right on your computer.

Benefit & Program Administration Information

- Complete online library on Health, Retirement, Death Benefits, Deferred Compensation and other Supplemental Savings Programs, Long-Term Care Program, Member Home Loan Program, and more.
- Current monthly health premium rates and enrollment statistics.
- Alerts on Health plan changes.
- Health Program administrative fees and contribution formulas.
- Payroll reporting procedures (for public agency employers only).
- Annual Employer Statement information.
- Annual valuations.
- Risk pooling and Governmental Accounting Standards Board (GASB) requirements.
- Contracting with CalPERS, including Retirement and Health Program contract amendment options.
- Legislation, laws, and statutes impacting benefits.
- Program administration policies and procedures.
- Employer Education Workshop dates and locations.
- Access to the latest CalPERS news, Board meeting and agenda materials, press releases, newsletters, and articles on current issues.

Complete Your CalPERS Business Online

- Automated Communication Exchange System (ACES)
- Enroll new employees into CalPERS Health and Retirement Programs.
- Update employee accounts as “life events” take place, such as marriage, registering a domestic partnership, moving, birth of a child, and more.
- Send us your payroll reporting file using File Transfer.
- Use Participant Inquiry to get instant access on the status of employee health and retirement accounts.
- Online ACES training information.
- Online Payment Service
- Make and manage retirement contribution and health premium payments online.
- Control your payments – schedule in advance the exact date and time payments are disbursed.
- Eliminate the risk of penalties or assessments due to missed payment deadlines.



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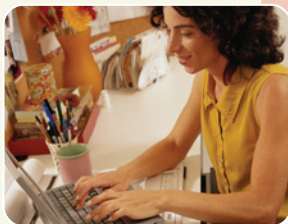
Other Online Services

- Ask CalPERS – ask your questions right online!
- Member and employer forms and publications.
- Online Video Center to view or order a CalPERS video.
- Circular Letter Search.
- Employer Contribution Rate Search.
- Health Plan Search by ZIP Code.
- Health Plan Chooser.



Available eSubscription Services

- CalPERS eNews – bimonthly newsletter sent directly to your e-mailbox.
- CalPERS ePress Alerts – get an e-mail notification when a press release is added to our Web site.
- Coming soon – CalPERS eAgenda – e-mail notification when Board agendas and agenda items are posted.



Getting Started

- From our Home Page, choose the **For Employers** link.
- **Select** and **save your Employer View** (you tell us who you are and we'll provide you the information that's right for you, and you won't need to tell us again the next time you return).
- Need more help finding what you need? Try our **Search** feature, or **Take an Online Tour** and review our **Navigation Tips** (both available by using the About Our Site link in the green masthead bar).



ON THE PHONE



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Our Employer Contact Center staff are available during normal business hours to give you the direct assistance you need. The Contact Center serves as a central point of contact for all your business needs and is your doorway to helping yourself to CalPERS programs and services.

Our specially-trained Contact Center staff can do more than answer questions, they can also complete health enrollments, online membership enrollments, and ACES corrections. And, if we can't get your questions answered completely, we'll get all the information we need from you and then make sure an expert in this business area gets back to you to solve your problem or concern.

Speak to a CalPERS Agent

- Assistance on retirement, health, or other benefit questions and issues.
- Contracting for Retirement and Health Programs.
- ACES transaction questions.
- Member eligibility and account maintenance.
- Reporting the death of an employee.
- Payroll reporting questions.
- Actuarial rate information.
- Available health plans for employees.
- Employer-sponsored education events.





888 CalPERS (or 888-225-7377)



Getting Started

- Call toll-free at **888-CalPERS** (or **888-225-7377**) – please note that while this is a toll-free call, our number does **not** have an **800** area code.
- Our phone system responds to voice commands, not dial options. So, at the first menu prompt, say **Employer**, since you want to discuss an employer or member issue.
- Be sure to listen to all the automated IVR options to see if you might find out everything you need to know without having to talk to an agent.
- If the subject of your call is not provided to you as an option by the phone prompts, just say **Agent** to get assistance.
- Have your employer code ready so our Agent can have your records ready to assist you.

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Online www.calpers.ca.gov

On The Phone **888 CalPERS** (or 888-225-7377)



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